

6065/82965

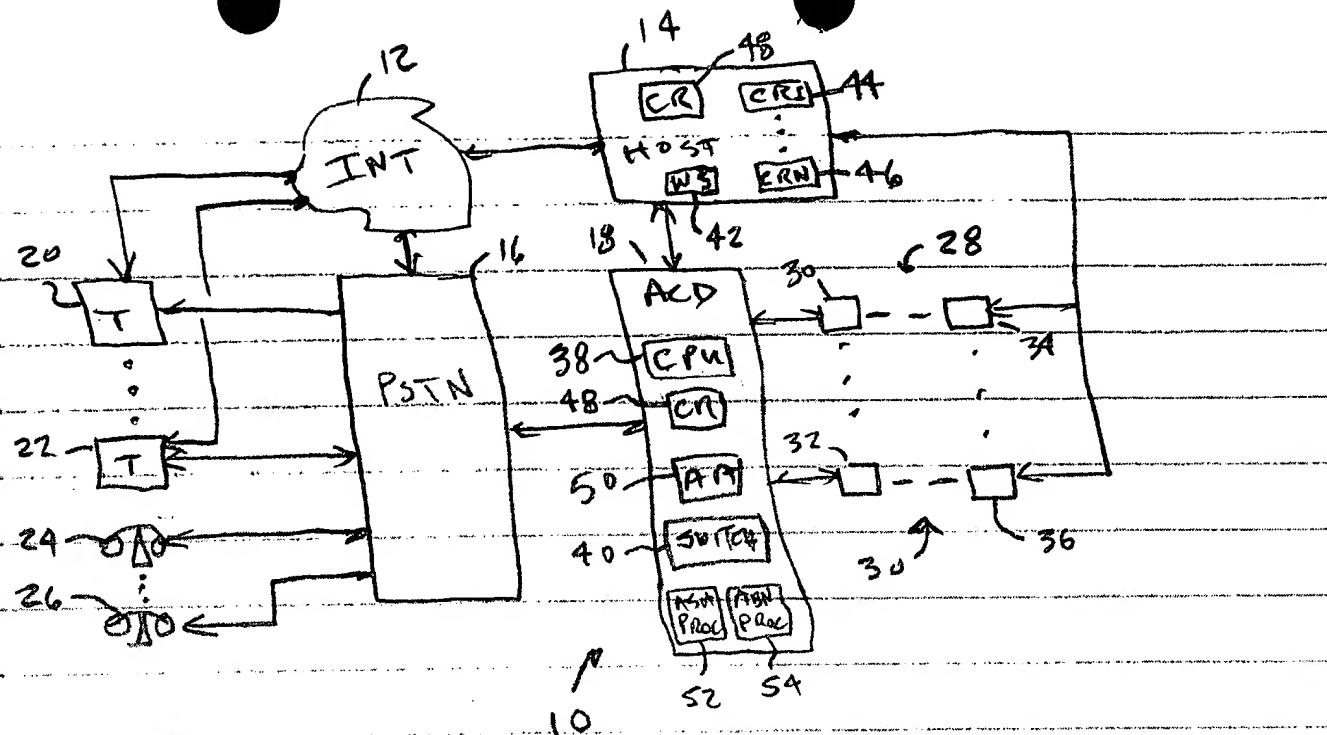
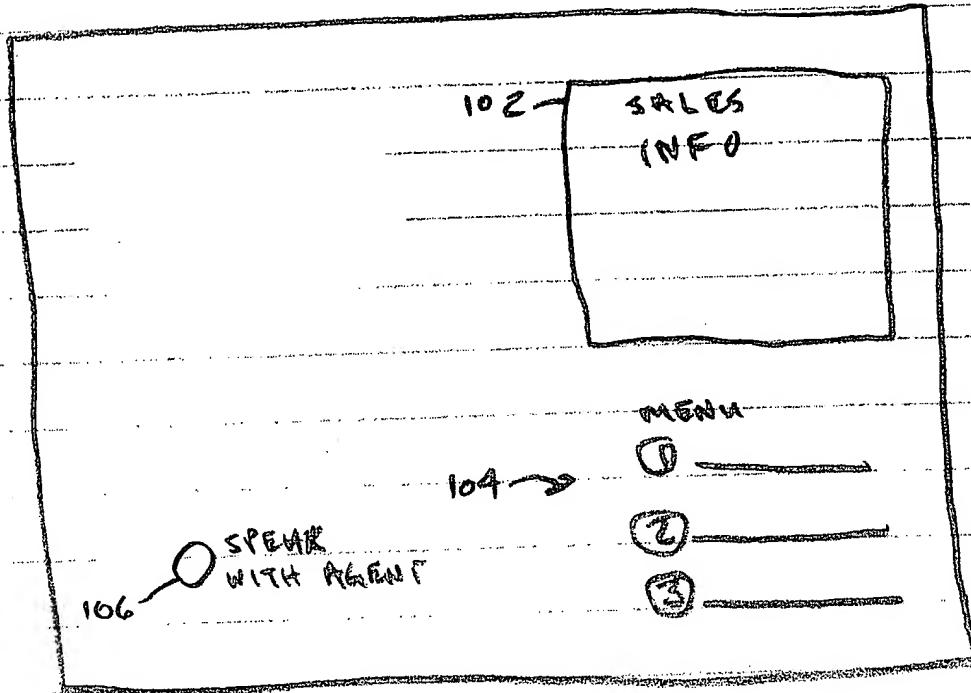


FIG. I

Applicant: Craig R. SHAMBAUGH, et al.  
Title: Method of Optimizing Call Center Resources Based Upon Statistics  
  
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Attorney Docket No. 6065-82965, Sheet 1 of 5



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FIG. 2

1000 1000 1000 1000

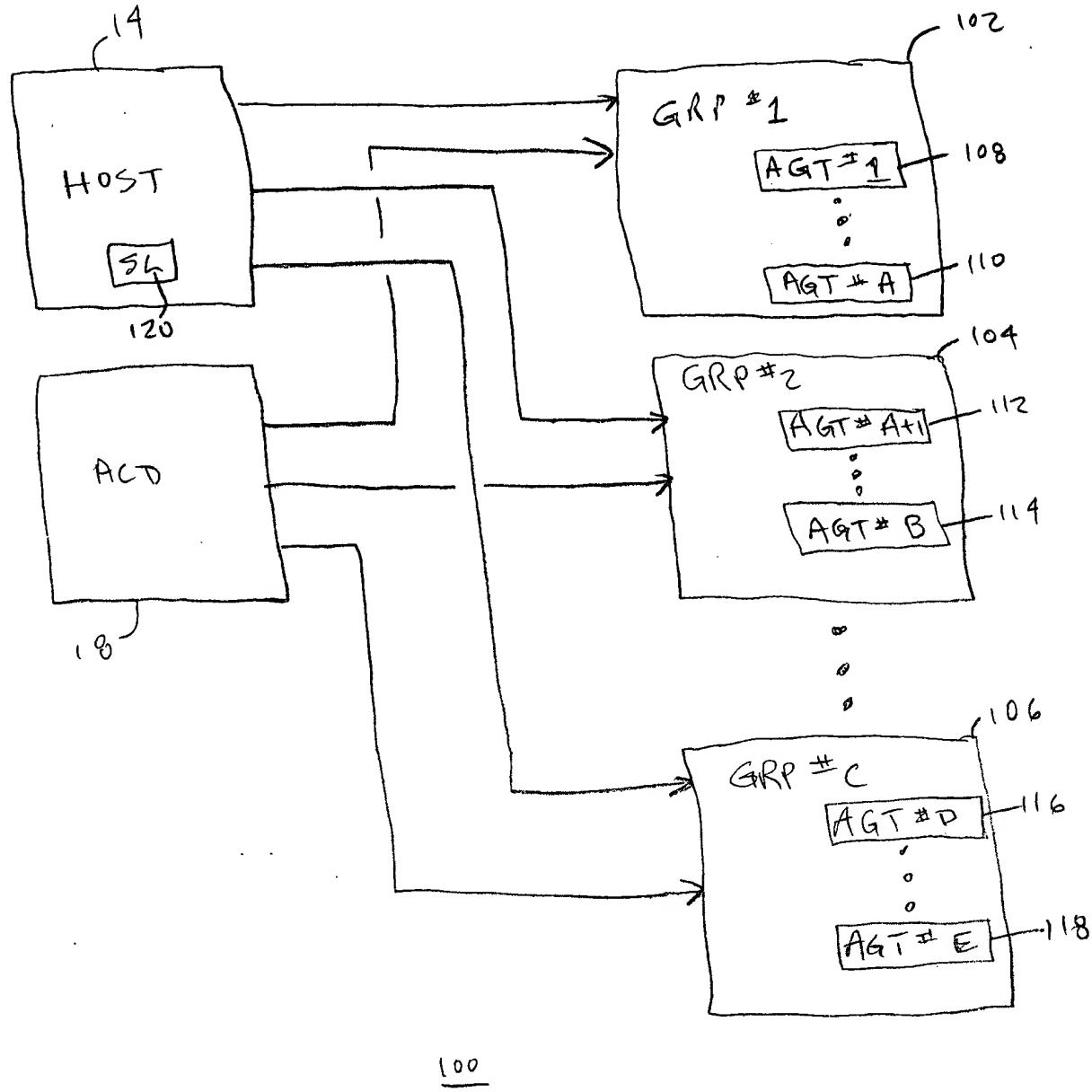
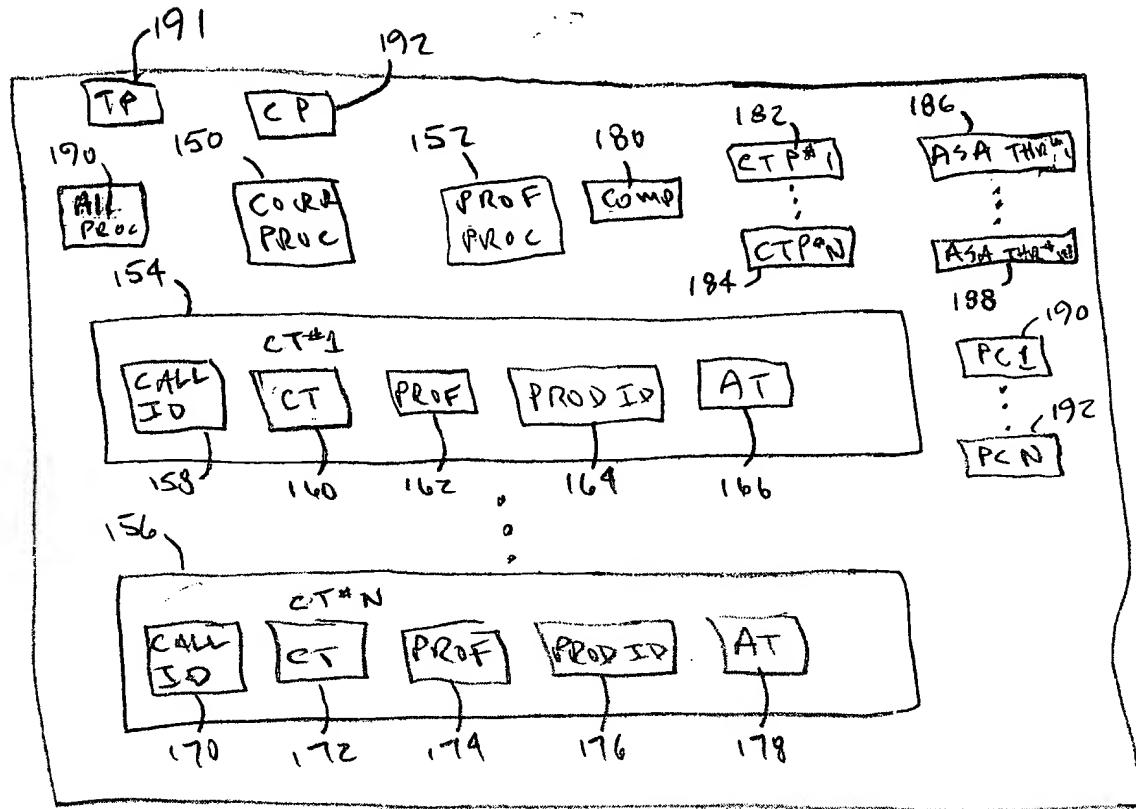
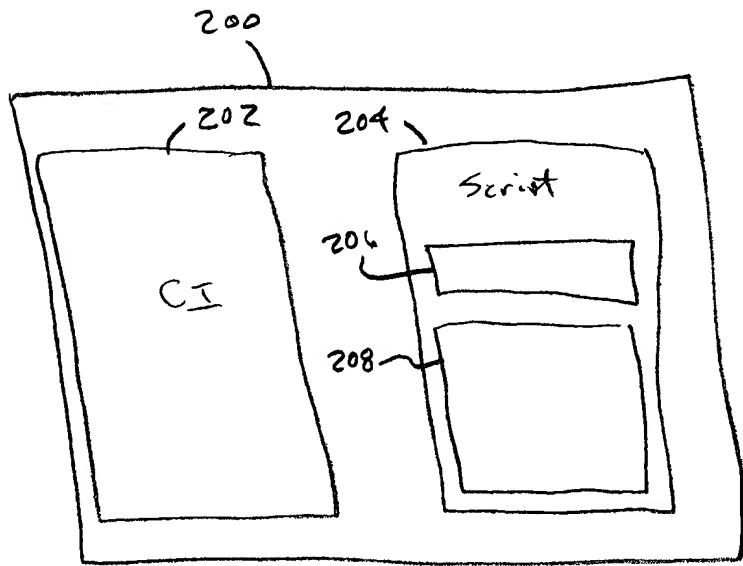


FIG. 3

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34, 36

FIG. 5